

# LUKAS, NACE, GUTIERREZ & SACHS

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February 28, 2008

Marlene H. Dortch, Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, SW  
Suite TW-A325  
Washington, D.C. 20554

Re: **EB Docket No. 06-36**  
**Annual 47 C.F.R. § 64.2009(e) CPNI Certification for 2007**

Bluegrass Cellular, Inc. FRN 0007000854  
Kentucky RSA #3 Cellular General Partnership  
Kentucky RSA #4 Cellular General Partnership  
Cumberland Cellular Partnership  
Bluegrass Wireless LLC

Dear Ms. Dortch:

On behalf of Bluegrass Cellular, Inc. and its affiliates, and pursuant to Section 64.2009(e) of FCC rules, there is submitted herewith the carriers' 2007 CPNI certification with accompanying statement. The documents are submitted in accordance with the directives set forth in the FCC's *Public Notice*, DA 08-171, EB Docket No. 06-36, released January 29, 2008.

Should any questions arise regarding this submission, please contact the undersigned.

Very truly yours,



Pamela L. Gist

Enclosures

cc: Enforcement Bureau, FCC (2)  
Best Copy and Printing, Inc. (1)

**Annual 47 C.F.R. § 64.2009(e) CPNI Certification for 2007**

**EB Docket No. 06-36**

Bluegrass Cellular, Inc., a Kentucky Corporation,  
for and on behalf of:  
Kentucky RSA #3 Cellular General Partnership, Form 499 Filer ID 802218  
Kentucky RSA #4 Cellular General Partnership, Form 499 Filer ID 802215  
Cumberland Cellular Partnership, Form 499 Filer ID 802221  
and Bluegrass Wireless, LLC, Form 499 Filer ID 825310

P.O. Box 5012  
2902 Ring Road  
Elizabethtown, KY 42702

CERTIFICATION

I, Ron Smith, hereby certify as a company officer that I have personal knowledge that this company has established operating procedures effective during the calendar year 2007 that are adequate to ensure compliance with the Customer Proprietary Network Information rules set forth in 47 C.F.R. §§ 64.2001, *et seq.*

  
\_\_\_\_\_  
Name: Ron Smith

Title: President

Date: 2/27/11

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STATEMENT

Bluegrass Cellular has established operating procedures that ensure compliance with the Federal Communication Commission ("Commission") regulations regarding the protection of customer proprietary network information ("CPNI").

- Bluegrass Cellular has implemented a system whereby the status of a customer's CPNI approval can be determined prior to the use of CPNI.
- Bluegrass Cellular continually educates and trains its employees regarding the appropriate use of CPNI. Carrier has established disciplinary procedures should an employee violate the CPNI procedures established by Carrier.
- Bluegrass Cellular maintains a record of its and its affiliates' sales and marketing campaigns that use its customers' CPNI. Carrier also maintains a record of any and all instances where CPNI was disclosed or provided to third parties, or where third parties were allowed access to CPNI. The record includes a description of each campaign, the specific CPNI that was used in the campaign, and what products and services were offered as a part of the campaign.
- Bluegrass Cellular has established a supervisory review process regarding compliance with the CPNI rules with respect to outbound marketing situations and maintains records of carrier compliance for a minimum period of one year. Specifically, Carrier's sales personnel obtain supervisory approval of any proposed outbound marketing request for customer approval regarding its CPNI.
  - Bluegrass Cellular has implemented procedures to properly authenticate customers prior to disclosing CPNI over the telephone, at Carrier's retail locations or otherwise and in connection with these procedures. Bluegrass Cellular has

established a system of passwords and back-up authentication methods which complies with the requirements of applicable Commission rules.

- Bluegrass Cellular has established procedures to ensure that customers will be immediately notified of account changes including changes to passwords, back-up means of authentication for lost or forgotten passwords, or address of record.
- Bluegrass Cellular took the following actions against data brokers, including proceedings instituted or petitions filed by Carrier at a state commission, in the court system, or at the Federal Communications Commission:
  - No instances of CPNI violations stemming from data brokers, no action taken
- The following is information Carrier has with respect to the processes pretexters are using to attempt to access CPNI, and what steps carriers are taking to protect CPNI:
  - Call Center: persons call stating that they are the account holder when they are not - Verification of personal information prior to discussing the account information is used to protect CPNI. Detail call records are only mailed to the account billing address (never faxed or sent to any other address).
  - Retail Locations: persons stating that they are the account holder when they are not - Verification of picture id prior to discussing any account information or release of bills or call records.
- The following is a summary of all customer complaints received in 2007 regarding the unauthorized release of CPNI:
  - Number of customer complaints Carrier received in 2007 related to unauthorized access to CPNI, or unauthorized disclosure of CPNI: 3
  - Category of complaint:
    - 3        Number of instances of improper access by employees
    - 0        Number of instances of improper disclosure to individuals not authorized to receive the information
    - 0        Number of instances of improper access to online information by individuals not authorized to view the information
    - 0        Number of other instances of improper access or disclosure
  - Description of instances of improper access or disclosure:

- In March 2007 a customer made an unproven allegation that their call records were being accessed by a Bluegrass Cellular retail employee and those records were given to someone the customer had a relationship with. Bluegrass Cellular restricted access to the account based on billing login security. Only the Group Manager of Customer Support and Call Center Manager can access this account.
- In June 2007 a customer made an unproven allegation that service technicians had downloaded pictures from a cellular phone and posted those pictures on the Internet. Employees were interviewed, no direct correlation that the pictures on the web were posted by Bluegrass Cellular employees or that the pictures on the cellular phone were downloaded.
- In November 2007 a customer expressed concerns that an indirect distribution employee (agent), who has access to his call records, would share those with an ex-wife. This account was restricted so that only the Group Manager of Customer Support and Call Center Manager can access the account.